

# Buffalo National River

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(870) 365-2700



## Attachment B: Commercial Use Authorization Specific Conditions For Guided Rappelling

The Permittee and employees registered under this Permit will exercise this privilege subject to all of the following Specific Conditions:

1. **Definition of Services Authorized Under This Permit:** The Guided Rappelling Commercial Use Authorization (CUA) consists of providing guided rappelling trips by escorting visitors/clients to destinations on Buffalo National River while maintaining a required continuous presence at all times with the visitors/clients as specified below:
  - a. The Permittee, or registered employee(s), of the business will maintain the required continuous presence with the visitors/clients during trip.
  - b. The terms and conditions of this Permit apply to guided rappelling trips regardless of compensation or lack thereof.
  - c. Shuttle services for clients' vehicles are not authorized under this Permit. All shuttle services must be provided by a Buffalo National River Canoe Concessioner. A list of current concessioners is available at <http://www.nps.gov/buff/canoe-rentals.htm>
  - d. All trips within park boundaries must be conducted utilizing "Leave No Trace" principles. The National Park Service will provide "Leave No Trace" information cards to all CUA holders and their employees.
  - e. When operating within the park boundaries, the Permittee and registered employee(s), when approached by any NPS Park Ranger must announce that they are an authorized rappelling guide.
  - f. Permittee must inform the National Park Service within 24 hours when an employee (those working under this permit) is added or is no longer an employee of the business.
  - g. Proof of authorization approval must be with the Permittee and their employees when operating in the park unit. A copy of the signature page is acceptable and must be presented to any park employee on demand.
  - h. This authorization does not authorize the Permittee to advertise, solicit business, collect any fees, or sell any goods or services on lands owned and controlled by the United States. The authorization is for the incidental use of park area resources by operations that provide commercial services originating and terminating outside of the park unit (or within an inholding).
2. **Trip Specifics:**
  - a. Guided Rappelling groups are limited to no more than eight (8) persons, including guides. The guide to client ratio must be at least one (1) guide per four (4) clients.

- b. The Permittee shall inform clients of the general park regulations and safety concerns before beginning trip.
  - c. Permittee will provide the Superintendent with rappelling and climbing site locations for review and approval.
  - d. Permittee must notify the Midwest Region Ozark Communication Center (MROCC) toll free at 888-692-1162 with trip itineraries **prior** to departing on trip. i.e., dates, climbing areas, number of people, etc.
  - e. Placement of permanent artificial anchors (ie. Pitons or bolts) is prohibited.
  - f. Rappelling ropes will be designed for rappelling or rock climbing and will be in new or like new condition. Ropes will be replaced as needed. Ropes will be inspected prior to each rappelling activity.
  - g. Rappellers will wear a commercially available sewn harness, designed for rock climbing, rescue or rappelling.
  - h. All rappellers will have a second rope tied into their harness as a belay in case of failure of the priory rappel system or problems with the rappeller.
  - i. All rappellers will wear a climbing helmet buckled with four-point chin strap while on rope, belaying, or in the rock fall zone at the base of the bluff.
  - j. All belayers will be trained in safe belay techniques. Proof of training will be presented to the NPS upon request.
  - k. Rappelling activity will be supervised by experienced group leaders.
  - l. Rappelling flags will be set up to alert park visitors that they are near a rappelling area. Rappelling flags will be removed at the end of the activity.
  - m. Vegetation will not be cut or altered in any way to modify a rappelling/climbing route.
  - n. Ropes attached to trees must not cause harm to the bark of the tree.
  - o. The area(s) authorized for use under this authorization must be left in substantially the same condition as it was prior to the activities authorized herein.
  - p. It is the Permittee's responsibility to obtain prior approval from landowners for access to or across privately owned lands located within the Park boundary.
3. **Operation Plan:** The Permittee is required to submit an Operation Plan [park will provide example] to the National Park Service (NPS) summarizing the operations to be conducted, products used/provided, safety plan of action. The operation plan is reviewed and approved/ disapproved by the NPS. The operation plan will be kept on file and will become part of the record regarding the performance of this Permit. However, it is a separate document and will not become part of the Permit. The operation plan will specifically include:
- a. Previous rappelling experience for each guide.
    - i. Guides must have, at a minimum, Advanced First Aid and CPR certificates. Wilderness First Responder (WFR) training is preferred. Other courses may be acceptable, but they must meet or exceed the standards in Advanced First Aid and CPR.
  - b. Equipment inspection procedures and replacement plan.
  - c. Emergency/Safety plan of action the Permittee will implement in the event of accident or injury.
4. **Vehicles:** Vehicles used to provide this service will be street legal and have current insurance, registration, and license in accordance with state law. The license plate will be properly affixed and displayed as required by state law.

5. **Waste Management:** The Permittee will manage human waste to assure proper disposal at park toilet facilities or will provide its own portable toilets. In areas without toilets, solid (fecal) human waste will be buried at least 6 inches below ground in a vegetated area and urination must occur in vegetated areas away from the river and gravel bar. All other activity generated debris will be collected and disposed of outside of the park.
6. **Damage to Natural/Cultural Resources:** The Permittee and their employees registered under this Permit will ensure that no visitor/client disturbs, climbs on, damages, or removes any natural/cultural resources, archeological or historic artifacts. Entering any closed area is prohibited by law.
  - a. If artifacts are discovered, the Permittee will ensure they are left in place undisturbed, and will immediately report the discovery to the Buffalo National River Cultural Resources office at (870) 365-2792 or to the Midwest Region Ozark Communication Center (MROCC) at (888) 692-1162.
7. **First Aid Requirements:** The Permittee and guide(s) are required to possess current Advanced first aid and CPR certification (adult and child) and will carry first aid equipment commensurate with the size of the group and training of the Permittee and guide(s). The Permittee must provide current copies of the Advanced first aid certification(s) and CPR certification(s) to the Buffalo National River Commercial Services Manager for filing as part of the Permit. (Refer to 46 CFR 10.205(h)(1)(ii) and 10.205(h)(2)(iii)).
9. **Emergency Response:** All emergency situations such as accidents, fires, and search and rescues will be reported to the Midwest Region Ozark Communication Center (MROCC) at (888) 692-1162, at the earliest possible opportunity.
10. **Prohibited Activity:** The Permittee and employees registered under this Permit are specifically prohibited from providing, conducting, engaging in, or effecting by any method of delivery, including by land, by water or by air, the following:
  - a. Engaging in an activity for which you are NOT specifically permitted is prohibited.
  - b. Traversing by vehicle anywhere other than on designated roads.
  - c. Causing any damage and/or harm to any natural, cultural and/or historic resource or facility, including removing posted signs. .
  - d. Feeding wildlife.
  - e. Cutting and/or creating new trails in any form or by any means.
  - f. Marking trails by flagging, rock cairns, vegetation or dead wood, or by use of marking paint of any kind or by any means.
  - g. Pets of any kind on guided hiking trips.
  - h. Entering by any closed areas.
  - i. Guided hiking service to any commercial film, research entity, or any agency without first ensuring the entity or agency possesses a valid Special Use Permit issued by the Buffalo National River.
  - j. Providing alcohol products of any kind to any visitor/client.
  - k. Live vegetation shall not be cut neither shall any soil be excavated.

11. **Liability Insurance:** The following liability insurance is required for this service:

- a. Commercial Comprehensive General Liability: The minimum amount of Commercial Comprehensive General Liability insurance required for this service is **\$500,000 per occurrence**.
- b. Automobile Liability: This insurance is required for all owned, non-owned and hired vehicles. The following **minimums per occurrence** apply as they relate to passenger capacities:
  - Cars, trucks and vans up to 5 passengers:     \$ 300,000
  - Cars, trucks and vans 6-12 passengers:         \$ 500,000
  - Vans and buses 13-20 passengers:               \$ 750,000
  - Buses 21-50 passengers:                         \$ 1,500,000

# **\*SAMPLE OPERATION PLAN\***

## **Mather & Muir Guide Service**

### **Operation Plan for Guided Rappelling Services**

**Introduction:** Mather & Muir is a family-owned business and has provided professional guided rappelling services in the Ozark region since 1995. Our goal is to provide a safe, enjoyable and successful rappelling experience to all of our clients. Mather & Muir is authorized to conduct guided rappelling trips on the Buffalo National River under the terms of Commercial Use Authorization # BUFF-13-xxx.

#### **Points of Contact:**

Mather & Muir Guide Service  
125 Fish Jump Lane  
Littletown, AR 72000

Business Phone: (870) 123-4567

Website: [www.mmfishguide.com](http://www.mmfishguide.com)

John Mather, President and Master Guide  
Cell Phone: (870) 333-5555  
Email: [jmather@matherandmuir.com](mailto:jmather@matherandmuir.com)

Jim Muir, Vice President and Licensed Guide  
Cell Phone: (870) 555-3333  
Email: [jmuri@matherandmuir.com](mailto:jmuri@matherandmuir.com)

**Trip Planning:** Prior to each rappelling trip, guide shall ensure that the following items are packed and loaded into vehicle:

- Topographic maps of Buffalo National River.
- All items on "Rappelling Equipment List"
- All items on "Emergency Equipment List"
- Copy of Commercial Use Authorization.
- First Aid kit.
- File trip itinerary with MROCC (888-692-1162)

## **\*SAMPLE OPERATION PLAN\***

**Staff Training:** All guides must possess an Advanced First Aid and CPR certificates and complete the following training before conducting any rappelling trips for Mather & Muir:

- Wilderness First Responder
- Rappelling Setup Procedure Training
- Documented Rappelling Experience and Training Documentation
- Satellite Phone Operations Procedure
- Emergency Procedures
- Leave No Trace Practices
- Belay Training

**Client Orientation:** Upon making reservations for the rappelling trip, all clients will receive a brochure that explains what to expect, how to pack for their trip, and an overview of Leave No Practices that will be followed during their rappelling trip.

Before rappelling at the site, the guide will provide an orientation to clients that cover:

- Location of First Aid kit and Emergency Equipment.
- Location and use of satellite telephone.
- Location of safe drinking water.
- Instructions on use of rappelling ropes, harness, helmet use, etc.
- Emergency and Safety procedures.

### **Equipment Inspection Procedures and Replacement Plan:**

- Rappelling equipment is inspected before and after each trip
- Ropes are removed from use if any of the following is discovered:
  - Tears or fraying
  - .
- Harnesses, ropes, etc are replaced every \_\_\_\_\_ months.
- Ropes are stored in opaque containers away from UV light.
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### **Safety Plan of Action/Procedures:**

- Never leave client alone at rappelling site.
- Always wear rappelling safety equipment including helmet.

- Before beginning any rappelling, go over in detail all safety procedures and equipment with all group members.
- Always carry survival gear in pack:
  - Rain gear.
  - Extra snacks.
  - Warm hat and gloves.
  - Dry socks.
  - Knife.
  - Flashlight and extra batteries.
  - Head lamp.
  - Waterproof matches or lighter.
  - Signaling device.
  - Fire starter.
- Check contour of the land and look for potential trouble due to rain, flooding, etc.
- Be alert for signs of hypothermia or dehydration for all group members.

#### **Emergency Plan of Action/Procedures:**

- Don't Panic! Stay calm and think through the situation.
- Stabilize the situation. Protect from further injury.
- Provide whatever treatment you can.
- Use satellite telephone to call MROCC for help (888) 692-1162.
- If possible, don't leave the injured party alone. If you must leave, make personal comfortable as possible with warm clothing, shelter and food.
- Give locations (give coordinates from satellite phone).
- Give details of the incident and injuries.
- Notify M&M Office at (870) 123-4567.
- Continue to care for the injured party until help arrives.
- Stay calm, help WILL arrive.

**END**